

IN THE CLAIMS

Please amend the claims as follows:

Claim 1 (Currently Amended) ~~A network system having an information providing apparatus for providing information via the a network and a user apparatus for acquiring intended information via the network, comprising:~~

~~a user apparatus for requesting intended~~ configured to provide a request for information and a user identifier, the request does not identify the user apparatus and the user identifier identifies the user apparatus with respect to a specific information providing apparatus to a predetermined information relaying apparatus different from said information providing apparatus;

~~an information relaying apparatus~~ configured to receive the request and the user identifier from the user apparatus and to generate a customer number based on the request; and
an information providing apparatus configured to

receive the request and the customer number from the information relaying apparatus, to request the information relaying apparatus,

establish a communication path between the information providing apparatus and the user apparatus, the communication path being established by the information relaying apparatus, and

communicate with the user apparatus through the communication path between the information providing apparatus and the user apparatus.

~~for changing said request for information with respect to said user apparatus to a format that does not enable identification of the user apparatus originating the related request, transmitting the format changed request to the information providing apparatus of the destination of the request, when there is a request for communication from said information providing apparatus, performing predetermined communication with respect to said user~~

~~apparatus and enabling communication between said information providing apparatus and said user apparatus; and~~

~~an information providing apparatus providing information via the network, requesting communication with said user apparatus originating the request from said information relaying apparatus based on said request for information transmitted from said information relaying apparatus.~~

Claim 2 (Canceled)

Claim 3 (Currently Amended) A network system as set forth in claim 2 1, wherein said information providing apparatus provides information by a web page having a predetermined object configured to be used for ~~operation when~~ requesting said information by operating the object, and

said user apparatus accesses said web page ~~to obtain information~~ and requests said information from said information providing apparatus ~~when a~~ using the predetermined object ~~is operated~~.

Claim 4 (Currently Amended) A network system as set forth in claim 3, wherein said predetermined object ~~for requesting information provided in the web page provided by the information providing apparatus~~ performs processing for inputting information data relating to said request for said information in said user apparatus in a first state ~~not able to~~ that cannot be viewed by said information providing apparatus and for transmitting said ~~input information data~~ data to said information relaying apparatus in a second state ~~not able to~~ that cannot be viewed by said information providing apparatus.

Claim 5 (Currently Amended) A network system as set forth in claim 4, wherein said predetermined object ~~has an appearance which clearly indicates it is an object performing that~~ said predetermined object performs said processing in a the first or second state ~~not able to be viewed by said information providing apparatus.~~

Claim 6 (Currently Amended) A network system as set forth in claim 4, wherein said predetermined object is a ~~processing module~~ encrypted by said information relaying apparatus and substantially provided in said information providing apparatus.

Claim 7 (Canceled)

Claim 8 (Currently Amended) A network system as set forth in claim 4, wherein said information providing apparatus searches for a person suitable for responding to said request based on said request ~~for information transmitted from said information relaying apparatus and~~ notifies the request ~~for information~~ to said person.

Claim 9 (Currently Amended) A network system as set forth in claim 8, wherein ~~the request for communication from the information providing apparatus to~~ requests said information relaying apparatus ~~is a request for communication by~~ to establish a voice communication path ~~through the telephone,~~ and

said information relaying apparatus ~~calls said user apparatus and~~ secures a the voice communication path ~~path by telephone~~ between said information providing apparatus and said user apparatus ~~based on said request for communication.~~

Claim 10 (Currently Amended) A network system as set forth in claim 1, wherein

~~the request for communication from the information providing apparatus to said information relaying apparatus is a request for communication by voice through the telephone and~~

~~said information relaying apparatus requests real time voice communication with the user apparatus through the network and secures a communication path by telephone between said information providing apparatus and said user apparatus through said voice communication apparatus based on said request for communication.~~

the information providing apparatus requests the information relaying apparatus to establish a voice communication path between the information providing apparatus and the user apparatus, and

said information relaying apparatus establishes a real time voice communication path between the information providing apparatus and the user apparatus.

Claim 11 (Currently Amended) A network system as set forth in claim 8, wherein said information relaying apparatus stores ~~content of a~~ the request, for information, information identifying the user apparatus originating the request, and after a predetermined identifier identifying the request for information linked together identifies related requests stored in information relaying apparatus, the related requests being related to the request, performs predetermined statistical processing on the ~~stored information request and the related requests so as to provide a statistical result,~~ and analyzes the ~~generation of requests for information~~ statistical result so as to provide an analysis result.

Claim 12 (Currently Amended) A network system as set forth in claim 11, wherein said information providing apparatus determines ~~an environment of said information providing apparatus including~~ one or both of a configuration of said information providing apparatus and

~~the~~ deployment of persons for handling said request ~~requests for information~~ based on the analysis result ~~of analysis~~.

Claim 13 (Currently Amended) A method of communication between an information providing apparatus ~~providing information~~ and a user apparatus ~~connected by a network~~, wherein comprising steps of:

generating a request for information, the request not identifying the user apparatus;
sending the request and a user identifier identifying the user apparatus to a information relaying apparatus;
generating a customer number based on the user identifier;
sending the request and the customer number to the information providing apparatus;
requesting the information relaying apparatus to establish a communication path
between the information providing apparatus and the user apparatus; and
establishing the communication path between the information providing apparatus and the user apparatus.

~~the user apparatus requests the intended information with respect to a specific information providing apparatus to a predetermined information relaying apparatus different from said information providing apparatus;~~

~~said information relaying apparatus changes said request for information to a format that does not enable identification of the user apparatus originating the request and transmits the format changed request to the information providing apparatus of the destination of the request;~~

~~said information providing apparatus requests communication with said user apparatus originating the request based on said request transmitted from said information relaying apparatus with respect to said information relaying apparatus, and~~

~~said information-relaying apparatus performs predetermined communication with said user apparatus based on said request of communication and makes the communication between said information providing apparatus and said user possible.~~

Claim 14 (Currently Amended) A method of communication as set forth in claim 13, wherein

said user apparatus accesses ~~the~~ a web page provided by the information providing apparatus through ~~the~~ a network and ~~operates~~ uses a predetermined object for requesting said information provided in the web page so as to request said information ~~to~~ from the information providing apparatus, and

said predetermined object inputs ~~the~~ input information relating to the request ~~for~~ ~~information from said user apparatus~~ in a first state ~~not able to~~ that cannot be viewed by said information providing apparatus and transmits the input information to said information relaying apparatus in a second state ~~not able to~~ that cannot be viewed by said information providing apparatus.

Claim 15 (Canceled)

Claim 16 (Currently Amended) A method of communication as set forth in claim 13, wherein said user identifier ~~information identifying the user apparatus originating the request~~ includes one or both of an IP address and telephone number of the user apparatus.

Claim 17 (Canceled)

Claim 18 (Currently Amended) A method of communication as set forth in claim 13,

wherein said information providing apparatus searches for a person suitable for responding to a ~~said request for information transmitted from said information relaying apparatus~~ based on said request and notifies said request ~~for information to that~~ the person.

Claim 19 (Currently Amended) A method of communication as set forth in claim 13, wherein

said information providing apparatus requests, by telephone, communication by voice to said information relaying apparatus ~~through the telephone~~; and

said information relaying apparatus ~~calls said user apparatus and~~ secures a voice communication path ~~by telephone~~ between said information providing apparatus and said user apparatus ~~based on said request for communication~~.

Claim 20 (Currently Amended) A method of communication as set forth in claim 13, wherein

said information providing apparatus requests, by telephone, communication by voice to said information relaying apparatus, ~~through the telephone~~ and

said information relaying apparatus requests a real time voice communication ~~with the user apparatus through the network and secures a communication path~~ between said information providing apparatus and said user apparatus by telephone ~~between said information providing apparatus and said user apparatus through said voice communication apparatus based on said request for communication~~.

Claim 21 (Canceled)

Claim 22 (Currently Amended) An information relaying apparatus comprising:

~~a first receiving~~ means for receiving a request for ~~intended~~ information and a user identifier from a user apparatus, the request not identifying the user apparatus and the user identifier identifying the user apparatus; with respect to an information providing apparatus ~~from the user;~~

~~a converting~~ means for generating a customer number ~~converting based on~~ said received request for information to a format that does not enable identification of the user apparatus ~~originating the request;~~

~~a transmitting~~ means for transmitting said ~~converted~~ request for information and the user identifier to the ~~an~~ information providing apparatus;

~~a second receiving~~ means for receiving a request ~~of the~~ for communication ~~with respect to said user apparatus from said information providing apparatus, the request for~~ communication including the customer number;

~~a user apparatus detecting~~ means for identifying the user apparatus ~~of the destination of the communication based on said received~~ request for communication; and

~~a communicating~~ means for ~~predetermined~~ establishing a communication path between the information providing apparatus and the user apparatus ~~with respect to the user apparatus based on said detection result.~~

Claim 23 (Canceled)

Claim 24 (Currently Amended) An information relaying apparatus as set forth in claim 23 ~~22~~, wherein ~~said converting means generates a random identifier unrelated to the information identifying the user apparatus originating the request as the predetermined identifier identifying said request for information~~ the customer number is randomly generated.

Claim 25 (Currently Amended) An information relaying apparatus as set forth in claim 23 22, wherein

the customer number is generated based on a predetermined rule, and
the means for identifying uses the predetermined rule to identify the user apparatus.
~~said converting means generates said predetermined identifier identifying said request~~
~~for information based on information identifying the user apparatus originating the request and~~
~~said user apparatus detecting means reversely generates information identifying said~~
~~user apparatus originating the request to identify the user apparatus based on said~~
~~predetermined identifier identifying said request for information notified from said information~~
~~providing apparatus.~~

Claim 26 (Currently Amended) An information relaying apparatus as set forth in claim 23 22, further comprising:

~~a storage means for storing~~ identification information including comprising the request,
the user identifier, and the customer number ~~information identifying the content of the request~~
~~for information, information identifying the user apparatus originating the request, and the~~
~~predetermined identifier identifying the requested information.~~

Claim 27 (Currently Amended) An information relaying apparatus as set forth in claim 26, wherein

~~said user apparatus detecting means~~ for identifying detects the identification
~~information stored in said storage means~~ and identifies the user apparatus based on said
~~predetermined identifier identifying said request for information notified~~ identification
information and said customer number received from said information providing apparatus.

Claim 28 (Currently Amended) An information relaying apparatus as set forth in claim 26, further ~~provided with an analysis comprising:~~

means for storing a plurality of requests from the user apparatus; and

means for analyzing the plurality of requests.

~~performing predetermined statistical processing on said information relating to said request for information which is stored and analyzing the generation of said requests for information.~~

Claim 29 (Currently Amended) An information relaying apparatus as set forth in claim 28, wherein

said ~~storage~~ means for storing the plurality of requests stores time information relating to the time of occurrence of a each of the plurality of requests ~~request for information, linked with said requests for information and~~

said ~~analysis~~ means for analyzing analyzes said ~~requests for~~ time information using the time as an indicator.

Claim 30 (Canceled)

Claim 31 (Currently Amended) An information relaying apparatus as set forth in claim 23 ~~22~~, wherein ~~said communicating means communicates with said user apparatus by a the~~ communication path includes ~~path including at least one of a network, a telephone line, or a~~ network telephone function through a network, or any combination thereof ~~based on said request for communication.~~

Claims 32-35 (Canceled)

Claim 36 (New) A network system as set forth in claim 9, wherein
the voice communication path includes a telephone line.

Claim 37 (New) A network system as set forth in claim 10, wherein
the real time voice communication path includes a telephone line.

Claim 38 (New) A network system as set forth in claim 19, wherein
the voice communication path includes a telephone line.

Claim 39 (New) A network system as set forth in claim 20, wherein
the real time voice communication path includes a telephone line.

Claim 40 (New): An information relaying apparatus comprising:
a first receiving unit configured to receive a request for information and a user identifier
from a user apparatus, the request not identifying the user apparatus and the user identifier
identifying the user apparatus;
a generating unit configured to generate a customer number based on the user identifier;
a transmitting unit for transmitting said request and said customer number to an
information providing apparatus;
a second receiving unit configured to receive a request for communication from the
information providing apparatus, the request for communication including the customer
number;
an identifying unit for identifying the user apparatus based on the customer number
included in the request for communication so as to provide an identification result; and

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an establishing unit configured to establish a communication path between the information providing apparatus and the user apparatus based at least on the identification result.